

**Exhibit 18**  
**Position Descriptions for Representative Task Orders and Statement of Work**  
**October 2012**

## **Position Descriptions for Representative Task Orders and Statement of Work**

All labor categories shall be fully explained and supported, consistent with the Offeror's approach. From the defined expectation below Offeror must have government approval for compensating education and experience factors. Failure to adequately substantiate your labor categories may result in adjustments.

### **1. TRAINING AND CAREER DEVELOPMENT**

#### **GSFC LEARNING COMPLEX**

##### **Training Coordinator**

**Major Responsibilities:** Responsible for the day-to-day operational activities of the Goddard Learning Complex's (GLC) training facility. Responsible for all duties associated with establishing all external training requests. Manages GLC's training reservation calendar and responds to customer request for use of Goddard Learning Complex. Maintains schedule for course offerings and training activities, obtains instructional materials, and provides assistance to customers of the GLC. Familiar with the federal training policies, practices and procedures. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision. Possess good communication and customer service skills.

##### **Qualifications**

**Education/Training:** High School Diploma or Associates Degree.

**Experience:** 2-4 years related experience.

##### **Career Coach**

**Major Responsibilities:** Provides coaching services to a wide range of GSFC civil servant employees to aide them in being highly effective and high performing employees, leaders, and managers. Responsible for assisting the employee in reinforcing competencies, enhancing performance, and helping to ensure that employees can fully and effectively contribute to the success of the organization's mission and vision. Maintain adequate levels of coaching supplies and materials. Ability to conduct group coaching, as well as one-on-one. Design, deliver and maintain core career development training curriculum, and conduct periodic needs assessments. Design and conduct career development workshops. Design, review, and analyze materials and forms for career counseling/center schedule and other counseling activities and procedures. Develop marketing correspondence and publications. Provide outreach services via various media (i.e., briefings, staff meetings, brown bag session, etc.). Prepare comprehensive quarterly plan to communicate and market career counseling resources available to the workforce. Consults with internal and external customers on major Center Career Development Initiatives (e.g., Career Paths, Performance Management, Learning Investment Strategy, etc.). Ability to work with employees at all levels of the organization is required.

##### **Qualifications**

**Education/Training:** MA or Bachelors in Human Resource Management or Organizational Development.

**Experience:** 5-7 years related experience.

### **Career Counselor**

**Major Responsibilities:** Responsible for providing one-on-one career counseling, including skill assessment, development planning, and performance appraisal and development discussions. Maintain adequate inventory of assessment, career skill, worklife tools. Conduct Group Career and worklife counseling. Provide consultation on Center career development and worklife initiatives. Design, deliver, and maintain core career development and worklife training curriculum, and conduct periodic needs assessment. Prepare comprehensive quarterly plan to communicate and market career counseling resources available to the workforce. Design and conduct career development and worklife workshops. Develop marketing correspondence and publications. Provide outreach services via various media (i.e., briefings, staff meetings, brown bag session, etc.). Design, review, and analyze materials and forms for career counseling/center schedule and other counseling activities and procedures.

### **Qualifications**

**Education/Training:** MA in Human Resource Management or Organizational Development.

**Experience:** 8-10 years related experience.

## **TRAINING AND PROGRAM SUPPORT**

### **Systems Admin/Tech Support**

**Major Responsibilities:** Serves as the Administrator for SATERN (Agency Learning Management System), for Goddard, and attends related Center and Agency meetings/training. Provides support to end users on a variety of issues. Responsible for providing support around social media efforts; including the design, development, and delivery of a social media/collaboration tool strategy. Train and develop job aids for new users and to update current users. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Familiar with a variety of the field's concepts, practices, and procedures. Works in a semi-autonomous capacity. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected.

### **Qualifications**

**Education/Training:** Associates Degree or Bachelors degree in related field.

**Experience:** 3-5 years related experience.

### **Senior Human Capital Consultant**

**Major Responsibilities:** Provide program support to OHCM's Talent Cultivation Office, both contractor and civil servant. Consult with all levels of GSFC management and employees on complex human resources development matters and career development programs as required. Programmatic responsibility for planning, managing, and executing some training and development programs. Conducts needs assessments, designs and implements training solutions, and employs a variety of training evaluation methods to assess the effective of training.

Recommends program modifications as applicable. Knowledgeable of the policies, practices, concepts, and procedures regarding federal training. Relies on extensive experience and judgment to plan and accomplish goals. Develops and communicates the marketing and communication strategy for programs. Work with Training Coordinators and NSSC to coordinate the scheduling and logistics for vendors providing services in support of GSFC programs. Documents program processes and procedures. Provide good customer service in working with OHCM's customers.

### **Qualifications**

**Education/Training:** Masters Degree in related field.

**Experience:** 6-8 years related experience.

### **Training Coordinator**

**Major Responsibilities:** Maintain partnership with TCO HRDSs regarding status of course registration and related course information. Responsible for all duties associate with ensuring that the facility is available and ready for the training event, including support in connection with course (i.e., printing and circulating course roster, providing vendor required information for onboard to the Center, course logistics, and classroom equipment and setup). Work with HRDSs to complete required NSSC forms. Ability to input electronic data. Serve as Metrics That Matter (MTM) Administrator by providing important metrics that determine the success of the training classes. Ability to document processes required.

### **Qualifications**

**Education/Training:** High School Diploma or Associates Degree.

**Experience:** 2-4 years related experience.

## **2. HQ TRAINING**

### **HQ TRAINING AND CAREER DEVELOPMENT**

#### **Career Counselor**

**Major Responsibilities:** Responsible for providing one-on-one career counseling, including skill assessment, development planning, and performance appraisal and development discussions. Consult with all levels of HQ management. Maintain adequate inventory of assessment, career skill, worklife tools. Conduct Group Career and worklife counseling. Provide consultation on Center career development and worklife initiatives. Design, deliver, and maintain core career development and worklife training curriculum, and conduct periodic needs assessment. Prepare comprehensive quarterly plan to communicate and market career counseling resources available to the workforce. Design and conduct career development and worklife workshops. Develop marketing correspondence and publications. Provide outreach services via various media (i.e., briefings, staff meetings, brown bag session, etc.). Design, review, and analyze materials and forms for career counseling/center schedule and other counseling activities and procedures.

#### **Qualifications**

**Education/Training:** MA in Human Resource Management or Organizational Development.

**Experience:** 8-10 years related experience.

### **Career Coach**

**Major Responsibilities:** Provides coaching to a wide range of HQ employees by aiding selected professional support in being able to move into action more quickly and be highly effective as high performing employees, leaders, and managers. Responsible for assisting the employee in reinforcing competencies, enhancing performance, and helping to ensure that employees can fully and effectively contribute to the success of the organization's mission and vision. Maintain adequate levels of coaching supplies and materials. Ability to conduct group coaching, as well as one-on-one. Design, deliver and maintain core career development training curriculum, and conduct periodic needs assessments. Design and conduct career development workshops. Design, review, and analyze materials and forms for career coaching and other related activities. Ability to work with employees at all levels of the organization is required.

### **Qualifications**

**Education/Training:** BA in Human Resource Management or Organizational Development.

**Experience:** 5-6 years related experience.

### **Leadership Development Specialist**

**Major Responsibilities:** Redesign/Design, manage, and provide consultation on a wide variety of HR Programs including, but not limited to, the HQ Mandatory Supervisory Training Program. Consult with all levels of HQ management, including SES. Design and implement a wide range of training evaluation methods (i.e., interviews, focus groups). Participate in HR Management annual needs assessments process. Identify and obtain training and development programs to advance leadership learning. Serve as leadership/management development facilitator. Manage and consult with senior-level managers on external executive development opportunities. Establish criteria for evaluating and tracking leadership and management development metrics. Lead or assist in special projects or initiatives as required.

### **Qualifications**

**Education/Training:** MA in Human Resource Management or Organizational Development.

**Experience:** 6-8 years related experience.

### **Human Resource Development/Administrative Support Assistant**

**Major Responsibilities:** Provide program support in the areas of marketing, tracking, conducting research, and maintaining client contacts. Responsible for logistical support for training delivery which includes, but is not limited to inventory and requisitioning of material for in-house courses. Provide assistance to HR Specialist in conducting special studies/analyses on training and development principles and practices. Assist in developing proposals for training. Assist the Coaching Manager with in evaluating the quality and effectiveness of the Coaching Program. Research and compile statistical data for recurring reports. Assist HR Specialists in designing, developing, and revising instructional materials. Ability to manage multiple priorities.

### **Qualifications**

**Education/Training:** Associate or Bachelor Degree

**Experience:** 3-5 years experience.

## **3. HR ADMINISTRATION**

### **TALENT ACQUISITION**

#### **HR Administrator**

**Major Responsibilities:** The contractor shall provide professional services to the HR Specialists in the areas of staffing, classification, and personnel action processing. Reviews automated employee and position data prior to processing personnel actions to ensure compliance with Federal and agency human resources regulations and policy guidelines. The work requires knowledge of Federal HR terminology, requirements, procedures, operations, functions and regulatory policy, and procedural requirements applicable to HR transactions. Manages the maintenance and quality control of employee position descriptions. Also, ensures employee and position data are accurately reflected in the appropriate HR systems.

### **Qualifications**

**Education/Training:** High School Diploma or equivalent.

**Experience:** 5-10 years directly related experience.

#### **HR Specialist (Classification)**

**Major Responsibilities:** Responsible for providing day-to-day classification services for civil service workforce. Classification services shall include providing advice, negotiating timeframes, and providing timely updates to supervisors/managers on classification determinations and position management. The contractor shall educate and partner with Center managers to maximize the electronic Position Description Tool, and complete various forms. Ability to utilize negotiation skills in reaching an agreement on commitments.

### **Qualifications**

**Education/Training:** High School Diploma, plus training in position classification.

**Experience:** 5-10 years directly related experience.

## **PERFORMANCE AND WORKLIFE DYNAMICS**

#### **HR Administrator (Awards)**

**Major Responsibilities:** Responsible for administering the GSFC Awards Program. Provide a wide range of duties in support of the Awards services to GSFC. Process and distribute a variety of Center awards. Interface with NSSC on award related actions/issues. Provide professional services in developing options for coordinating critical review meetings and scheduling meetings with Standing Award Committee and Senior Level Review Team. Establish award schedule.

**Qualifications**

**Education/Training:** Associates degree

**Experience:** 2-3 years related experience.

**HR Administrator (OWCP)**

**Major Responsibilities:** The contractor shall provide expertise, consultation, and services in the area of Workers Compensation. Responsible for coordinating the completion of forms with GSFC Health Unit, assisting employees with completing forms required by the Department of Labor, file and maintaining records. Provide logistics support to programs including coordinating and executing the Annual Health Benefits Fair for GSFC. Provide administrative support to Office Chief, leads, and employees.

**Qualifications**

**Education/Training:** Associates degree and DOL Federal Employee Compensation Training

**Experience:** 5-6 years related experience.

**4. OVERALL SERVICES****ORGANIZATIONAL LEADERSHIP AND COACHING****Senior OD Consultant**

**Major Responsibilities:** Serves as a senior consultant to GSFC organizations, teams, and team leaders for the purpose of performing quality improvements. Responsible for developing and maintaining partnerships with the OLCO as well as GSFC organizations for the purposes of conducting strategic business meetings, retreat planning, team building processes, workshops, culture survey activities, and other ongoing organization effectiveness activities as scheduled and assigned; as well as promoting and facilitating culture change and organizational change efforts. Assists the OLCO with design, development, delivering, and evaluating leadership and organizational effectiveness sessions and workshops. Works on or lead activities and initiatives at the organization and directorate level (e.g., strategic planning, OHCM transformation efforts, etc.). Provide executive transition services as requested. Responsible for identifying and obtaining training and development programs to advance leadership learning and diversity awareness and competencies. Serves as a leadership/management development facilitator. Responsible for developing leadership and management learning which models GSFC values. Administers leadership assessments such as Myers Briggs, DiSC, etc.

**Qualifications**

**Education/Training:** MA/MS Degree (i.e., Organization Development, Industrial Psychology) Certification in Organizational Development.

**Experience:** 10 or more years of Organizational Development experience.

## **COACHING AND LEADERSHIP DEVELOPMENT**

### **Program Specialist**

**Major Responsibilities:** Provides administrative support in the processing and tracking of customer request for the Center's coaching program. Compiles and tracks program deliverables, as well as support the development and maintenance of program processes and materials. Collects, compiles, and analyze data for strategic planning, marketing, enhancement, and measurement of Center coaching program from internal and external sources. Support program communication and face-to-face program meetings, workshops, scheduling, coordination, material development, and other aspects of program support necessary to carry out specific agendas. Develop and maintain up-to-date configuration of program development instructional material and equipment. Provide classroom and website support. Develops and maintains website content. Provide support integral to the coaching program, i.e., annual call, Webcasting, WebEx, annual Call for Coaches, application and review process. Provide technical support to maintain database information. Provide procurement and logistical support for OD, leadership and coaching programs, i.e., scheduling training locations, room setup, materials, equipment.

### **Qualifications**

**Education/Training:** BA/BS Degree (i.e., Human Resources Development or related area).

**Experience:** 5 or more years of directly related experience.

## **HUMAN CAPITAL STATISTICIAN**

### **Human Capital Statistician**

**Responsibilities:** Develops and conducts a variety of complex data analyses (e.g. multivariate regression, statistical and predictive analysis, etc.) using products such as SPSS or SAS. Maintains statistical models to determine and support the effectiveness and fairness of GSFC, OHCM, Equal Opportunity programs and processes. Develops and designs surveys used to collect data used in statistical analysis. Prepares technical summaries and reports outlining results from statistical analysis and review. Provides detailed explanation of complex statistical techniques along with findings, conclusions, and recommendations in easy to understand language to stakeholders and OHCM staff. Communicates findings with all levels of employees. Reads, interprets and explains complex statistical theories and practices to a wide audience of varying technical capability.

### **Qualifications**

**Education/Training:** PhD, Masters plus 2 years, or Bachelors plus 4 years of relevant experience in statistics, applied mathematics, mathematics or related areas. Combination of education and experience in statistics and statistical methods. Education should include a minimum of a degree in relevant topic (statistics).

**Experience:** A minimum of two years of work experience using SPSS or SAS syntax to analyze data. Significant experience in data analysis and computer applications, and advanced knowledge in statistical methods. Experience should include a full range of professional



statistical work such as (a) sampling, (b) collecting, computing, and analyzing statistical data; and (c) applying statistical techniques such as measurement of central tendency, dispersion, sampling error, simple and multiple correlation, analysis of variance, and tests of significance.

## **FACILITATION SERVICES**

### **Facilitator I**

**Major Responsibilities:** Responsible for leading teams and Center advisory committees in open conversations and work product development which serve to enhance team performance and dynamics. Ensures all participants contribute thoughts and feelings by creating an environment where comments are valued and group members are treated with fairness, equity and respect. Fosters individual perspective and behavior change. Duties include communicating with meeting lead to develop agenda and discuss desired outcomes/products of the meeting.

### **Qualifications**

**Education/Training:** 4 year degree in related area; or Certification as a facilitator (i.e., Zenger Miller, IAF, etc.)

**Experience:** 3 or more years of directly related experience

### **Facilitator II**

**Major Responsibilities:** Skill in planning and directing an organization's diversity program. Responsible for facilitating the GSFC Diversity Dialogue Project Sessions and Employee Brown bag sessions. Facilitator may also be called upon to facilitate other diversity & inclusion activities/Events. Knowledgeable and current on changes in regulatory and market conditions that may affect the organization's diversity programs. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Responsible for ensuring a safe environment for honest conversations to occur. Must possess strong interpersonal and communication skills. Ability to translate meeting conversations, ideas, and conclusions into written form. Provide reports and outcomes in written format as requested/required. Responsible for meeting with event/meeting organizer to discuss agenda, work outputs, and expected outcomes of meeting. A wide degree of creativity and latitude is expected. Typically reports to top management.

### **Qualifications**

**Education/Training:** Bachelors Degree and 3-4 year related experience or MA in related area. Attend required training course for DDP facilitators at GSFC.

**Experience:** 8-10 years of directly related experience. Experience and/or training in the following subject areas: Organizational Development Theory, Diversity and Inclusion, Group Facilitation.

### **Facilitator III**

**Major Responsibilities:** Responsible for facilitating the dialogue and work product of GSFC high-level teams/organizational meetings. Develops, design and coordinate meeting facilitation

and follow-up documentation/conversations. Ensures all pre-work associated with facilitated sessions is complete. Ensure inclusive, interactive, and highly productive and measurable impact of meetings. Responsible for ensuring the development of high-level work products, i.e., strategic visioning and planning, senior leadership team alignment, complex problem solving, and retreats. Designs, develops and coordinates all aspects of agenda development and expected outcomes/outputs of meeting with meeting organizer. Knowledgeable in areas of federal government policies, practices, and laws. Develops and delivers Diversity & Inclusion (D&I) training programs for Center-wide audience to educate employees in support of current D&I efforts. Provides OD support to facilitate implementation of appropriate change management initiatives relative to D&I efforts. Acts as a consultant by providing knowledge and expertise for planning and development of D&I training programs. Ability to direct and manage high level teams and groups. Strong interpersonal relationship building and customer interface skills are required.

### **Qualifications**

**Education/Training:** MA degree in Organizational Development or related area.

**Experience:** Senior D&I practitioner with 5 plus years of experience Diversity Training/Facilitation and/or OD/Coaching skills.

### **OD Facilitator**

**Major Responsibilities:** Responsible for facilitating the dialogue and work product of GSFC high-level teams/organizational meetings. Develops, design and coordinate meeting facilitation and follow-up documentation/conversations. Ensures all pre-work associated with facilitated sessions is complete. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Knowledgeable in the areas of organizational development and organizational effectiveness. Provides OD support to facilitate implementation of appropriate change management initiatives relative to D&I efforts. Acts as a consultant by providing knowledge and expertise for planning and development of D&I training programs. Ability to direct and manage high level teams and groups. Strong interpersonal relationship building and customer interface skills are required.

### **Qualifications**

**Education/Training:** MA degree in Organizational Development or related area.

**Experience:** 5 plus years experience in Organizational Development/Change Management.